

When his employment anniversary date arrives this summer, Bill Damer will celebrate 15 years with I.C.E. Bill is currently working in a residential program and also in a vocational program. Bill has gone above and beyond with the individuals he has worked with over the years. He is a kind, considerate, thoughtful, and creative person.

Bill spent his formative years in the Vancouver area, where he enjoyed years exploring the beautiful coast of British Columbia. He started his working life as a projectionist, moving through jobs as a night watchman and a kitchen janitorial staff until he discovered his "career". He took a course and became a nurse's aide. Bill worked in St. Vincent's Hospital with psychiatric and geriatric patients at the Central City Mission working with individuals with addictions, and at Cooper Place, a palliative care nursing home.

Prior to moving to Calgary in 1990, Bill took a road trip on his bicycle, riding from Richmond, BC through Banff, Jasper, and Edmonton to Calgary. Once permanently settled in Calgary he attended Mt. Royal College, where he met Noreen, his lovely wife. At the college, Bill took an active role in

EMPLOYEE *Spotlight* Bill



the Student's Association as the V.P. of Finance. His wife Noreen was the President of the Student Association.

Bill left Mt. Royal College to work with individuals with autism, which led to other positions as well as independent contracting in the field. He joined I.C.E. in the summer of 1995 and has worked with a wide variety of individuals with the agency since then.

Bill is a father of 3 and he lives in a house that has been in his wife's family for 5 generations. He spends his leisure time playing his Shakuhachi, a Japanese Bamboo Flute, carving, going to movies, fishing, repairing the house and enjoying nature walks along the riverbanks in Calgary. Bill is also a member of the SCA, a medieval reenactment society. Bill reports that he feels we need to have fun in life and he tries hard to find that fun in all he does.

Bill has been a Board member of the Rehabilitation Society for 17 years and he considers working in this field a life style choice, not a job. He says that he is very grateful for the support he has had every step of the way on his journey.

**After
Hours
Supervisor**

(780) 512-3129



MEETINGS

Health & Safety Meeting

May 13, 1:00pm

(RPAC)

May 26, 1:30pm

Unit Meeting

May 28, 12:00pm

TIME SHEET HAND-IN



Hand-in day will be:

May 17th, 2010

for all shifts worked
between

May 1st and 15th

and

May 31st, 2010

for all shifts worked
between

May 16th and 31st

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Client Success Story – Michael

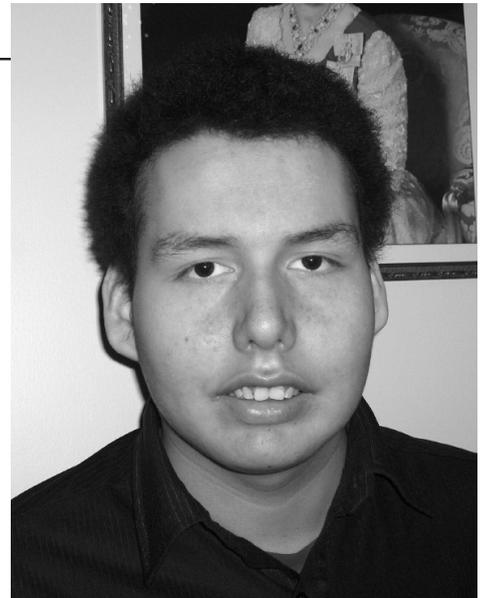
Michael has been receiving services from Independent Counselling Enterprises since June 1, 2006. Michael is a young man who likes to spend a lot of time on the internet, playing computer games and interacting on Facebook. Michael's favorite computer game is World of Warcraft. Michael also enjoys going to movies, fishing, camping, cycling and swimming. Michael moved recently to a new apartment building where there is a swimming pool and a billiards room. Since the move Michael has been enjoying social activities in the billiards room with other friends from the apartment complex.

Michael has overcome challenges to achieve the success he has enjoyed in recent months. He has had legal concerns in the past and concerns with anger when he would play his PS2 video games. As part of the required resolution for his legal problems Michael was asked to take an anger

management course through Forensic Assessment Community Services (FACS). He completed this required session in December of 2009. Michael then took the initiative to continue with another anger management program in January 2010.

I.C.E. staff supports have assisted Michael to generalize anger management strategies into his daily life through on-going discussion, encouragement and redirection. Michael has a better understanding now of how he can make choices in his life to avoid situations that trigger his anger and how he can choose alternate responses to such triggers.

Michael has recently decided to start upgrading classes so he can attend school and finish his grade 12 in September. Michael says he feels good about his accomplishments and that he is proud of himself.



All ICE offices will be closed

Monday May 24,
for Victoria Day

Please direct all calls to the
After Hours Supervisor
for this day.

3.5.7 DESCRIPTION OF CLIENT SERVICES

Anyone who is not an employee of Independent Counselling Enterprises is considered to be a visitor, this is to include but is not exclusive of contractors e.g. plumbers, auditors. If you are an employee and you are not being paid for your time you are considered a visitor.

All Contractors with on-going relationships with Independent Counselling Enterprises will sign a contract agreeing to follow Confidentiality and Health and Safety policies as applicable. I.C.E. is responsible to ensure that contractors that the agency has hired have the appropriate credentials/licenses to fulfill the job requirements that they are being requested to complete by the agency.

For all residential homes operated by Independent Counselling Enterprises the following applies:

1. If the employee does not know, is not familiar with, or is uncomfortable in the presence of the visitor they are required to contact the Office/ECAT Supervisor and confirm if they have access to the premises
2. With the exclusion of the Guardian (as appropriate) no visitor will gain entry without calling the Office

3. I.C.E. employees are to remain in the home if visitors/Guardians are present
4. I.C.E. employees are responsible to ensure that the visitor follows applicable ICE policies including Health and Safety and that they are informed about any hazard in the workplace.

For all offices of I.C.E. the following applies:

1. All offices will have a person to greet visitors, all visitors will be required to document their arrival and departure on a sign in sheet available at the reception desk.
2. While in the office the visitor will be under the supervision of an I.C.E. employee at all times
3. The I.C.E. employee is responsible to ensure that the visitor follows all applicable policies including Health and Safety and that they are informed about any hazard in the workplace.

Outcome Measurement

Last month we shared an overview of Outcome Measurement. As it can be confusing to grasp the meaning of language associated with Outcome Measurement, this month we'll look at terms associated with the concept.

Inputs- Resources you need to create results.

Examples of inputs: human resources such as staffing supports as well as material resources such as supplies and equipment.

Activities - What you do to create changes.

Examples of activities: training and education, building relationships with community partners, consultation etc.

Outputs- The direct results /product of your activities.

Examples of outputs include: the number of training sessions held, the number of jobs secured, the number of class participants etc.

Indicators - How you know you're achieving the results you seek.

Indicators point to the information that you need to gather to know if the project is making a difference; they represent meaningful identifiers of changes made.

Outcomes - The changes in individuals and/or groups that the project brings about or influences if the proposed activities are carried out as planned.

Good outcomes describe: who changed (the individual or groups) and what change has occurred for those individuals or groups. Outcome statements should describe a changed state that can be measured. There are three levels of outcomes, immediate, intermediate and final.

Source: Splash & Ripple, Using Outcomes to Design and Guide Community Work. PLAN;NET LIMITED, Calgary.

EVENTS IN GRANDE PRAIRIE

City Scrub: Help clean up the city. Call (780) 513-5265

May 1-May 7

Charlie Pride @ the Crystal Centre

May 5, 7:30pm

Jeff Dunham @ the Crystal Centre

May 13

PBI
TBA. 9:30a-4:30p
As described on the ICE website

BSP Training
TBA
As described on the ICE website

CPI
TBA, 9:30a-4:30p
As described on the ICE website

See Whiteboard at the ICE office or call Mike for more details

TRAINING

Thank  You!

Therese Neba

won an herb gardening kit for a card from the Manager for identifying potential hazards at her client's apartment building

Workplace Inspections

Mention a workplace inspection such as an upcoming ICE Environmental Quality Audit or a Monthly Safety Inspection and most often the response is a groan. The idea may not get an enthusiastic reception, but workplace inspections at ICE are important.

Why does ICE need them?

Workplace inspections:

- Provide an opportunity for supervisors to listen to the concerns of field staff;
- Provide an opportunity to involve and educate workers;
- Demonstrate the commitment of ICE Management to the health and safety of employees and clients;
- Help the agency to gain further understanding of jobs and tasks (There are always problems that were not anticipated during design or task analysis.);
- Identify existing and potential hazards and help determine their underlying causes;
- Provide an opportunity to develop and evaluate current hazard controls;
- Help prevent injuries and illnesses before they happen.

What kinds of Workplace Inspections are there at ICE?

- Informal Inspections – All employees are expected to maintain constant awareness for hazards in their work areas. Identified hazards should be corrected immediately if the task is within the employee's capabilities. If not the hazard must be reported to a supervisor and documented to start corrective action.
- Formal Inspections – Formal inspections are conducted on a scheduled basis to ensure regular examination of conditions on the worksite. They follow established documentation and reporting procedures. Examples of Formal inspections at ICE include: Environmental Quality Audits, Monthly Safety Checklists, Equipment Checklists, and Bi-Monthly Office Inspections.
- Special Inspections – Special inspections occur after an incident, or a new work procedure or equipment is introduced.

Inspections require careful planning and training.

In order to complete an effective inspection an inspector needs to understand the types of potential hazards to look for: Safety hazards (unsafe equipment, unsafe work practices), Biological Hazards (bacteria, fungi etc.), Chemical Hazards (vapours, dust, fumes etc.), Ergonomic Hazards (physical, physiological, psychological demands on workers), and Physical Hazards (noise, energy, heat, cold, pressure, etc.). They are also required to have a good understanding of legislated regulations and ICE policies and work procedures. ICE employees conducting agency workplace inspections receive training for their assigned responsibilities.

How are ICE Workplace Inspections like an Iceberg?

Like an iceberg a lot of the work associated with inspections may be unapparent to persons not directly involved.

Key steps involved:

- ICE establishes and implements comprehensive policies and procedures for quality and safety,
- The agency trains its employees to perform their duties and maintain their worksites according to identified standards,
- The agency regularly completes workplace inspections,
- When hazards are identified during workplace inspections, this information is recorded and recommendations are made to implement controls for health and safety,
- Follow up actions are assigned to specific employees for completion of corrective actions and timelines are set,
- Follow up actions are completed for the identified recommendations (This sounds simple but usually it involves a good deal of hard work.),
- Follow up occurs to ensure that the assigned corrective actions have been completed and implemented and that they are working as intended. The process repeats....

Look around your work environment the next time you are on shift. Think about the safety of your environment and how workplace inspections have benefited you directly.

Appreciate those who complete this important work for all of us, they deserve our thanks.



Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

Edmonton Region – Meeting Date March 3, 2010

Injury investigations:

Feb 9/10-Client with physical challenges was sitting in their recliner. They required repositioning and staff went to assist. Staff accidentally twisted her wrist while repositioning.

Follow up - All main staff at the program were re-delegated for lifts and transfer on March 1st. The staff was re-trained before her next scheduled shift.

Near miss-

Recommendations:

Annual refresher training in lifts and transfers is necessary for all ICE programs requiring lifts and transfers.

No additional recommendations.

Feb 27/10- Carbon monoxide alarm went off at a HC client's residence.

Follow up -Supervisory follow- up was completed with the employee re the importance of reporting incidents like this and for staff to ensure that they always prioritize the safety of them self and clients (by appropriate response to alarms).

No additional recommendations.

Feb 29/10 - A stranger with a case of beer came knocking at the patio door of a residence looking for a client.

Follow Up - TC Instructed the staff not to let any stranger come in the house.

Recommendations:

Review with employee involved and at team meeting that no access is to be provided (Do not even open the door) to unknown persons at the patio door. Unknown persons are to be required to use the apartment main door and be buzzed in only after displaying proper identification. The group discussed putting information in the Orientation manual and putting up a sign for relief staff regarding restriction on letting anybody in from the patio. The patio door should only be to be used by the staff and/or clients.

Calgary Region – Meeting Date February

17, 2010

Injury investigation – None to review at this time

Near Miss

Jan 26/10 TC bumped their head on shelf in laundry room. Bent to pick up item and bumped with little force upon standing.

Recommendations:

Continuous assessment of hazards in the work environment

Assess shelf location; is it in the safest possible placement?

No Additional Recommendations at this time.

Fire in microwave at the office. Food item was placed in microwave to heat. Set too long and then left unattended. Released a great deal of smoke.

Recommendations:

Initial-microwave was removed from office and replaced

Appliances to be monitored at all times when in use.

South Region –Meeting Date March 17, 2010

Injury Investigation -none at this time

No Near misses at this time

3.2 Evaluation of current Injury Investigations

Injury Investigations:

March 15 – Staff came on shift and was assisting the clients with taking the garbage out. Staff was pushing down on the garbage to compact it to fit in the bag, and she cut her finger on broken glass that had been placed in the garbage earlier in the day by a client.

Recommendations: Do not use hands to compact garbage. Coordinator to review proper disposal of sharps with clients and staff.

March 27/10 – Client's behavior escalated with staff in regards to household chores.

Client hit staff with a duster, leaving a small cut on the staff's wrist.

Recommendations: Review Positive approaches with staff and PBI refresher. Coordinator followed up with client.

3.3 Evaluation of Near Miss Investigations

March 20/10 – Client tried to hit staff, and staff held the clients hands to prevent the client from hitting him.

Recommendations: Coordinator will review PBI procedures at the team meeting and will discuss the best way to manage the client's aggressive behavior.

March 20/10- A water fountain was left running in a client's bedroom while client went home for a family visit for 3 days. Staff heard the fountain making loud noises, noted it had run dry and could pose a potential fire hazard. The fountain was unplugged and removed from the bedroom at that time.

Recommendations: Staff will remind client to unplug all electronics when they are not in use.

3.4 Review of COR Audit Action Plan

The committee reviewed the executive report pages 12-17.

3.5 Review of Master Hazard assessment and Control Document

Staff illness at work, Infestation of insects and/or pests, Mice infestations, bed bugs infestation, animal excrement.

3.6 Policy Review

2.3.10 Handling of sharps and or puncture wounds

4.1 Training

BSP training held March 8-9, 2010

PBI training held March 16, 2010

4.2 ICE Page

Reviewed ICE pages- Snow mold and other allergies and personal safety.